



**DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES**

23 Nov 04


MEMORANDUM FOR PACAF WING COMMANDERS

FROM: PACAF/CC

**25 E Street, Suite G-214
Hickam AFB HI 96853-5420**

SUBJECT: Alternative Dispute Resolution (ADR) Plan

1. For the past several years, the Air Force has led the federal sector in effectively employing ADR methods to resolve civilian workforce disputes. In FY03 alone, over 2000 disputes were resolved through ADR, and Equal Employment Opportunity (EEO) complaints took an average 28 days to resolve as opposed to 440 days via traditional channels. PACAF's results have also been impressive. ADR use in FY03 produced a 92% resolution rate out of 106 attempts. In addition to savings in time, money, and lost productivity, ADR offers individuals a chance to resolve differences in a non-threatening, neutral environment. Feedback from ADR administrators as well as managers and employees reflects high satisfaction levels across the command.
2. In order to further maximize the benefits of ADR, the Air Force recently published AFI 51-1201, *Alternative Dispute Resolution in Workplace Disputes*, mandating that commanders develop a plan for utilizing ADR techniques. Attached is our PACAF ADR Plan for your reference as you develop your own installation plan. Our goal is to implement and institutionalize a flexible command-wide ADR approach that provides a framework for the development of installation-level dispute resolution processes serving the "total force." With your help, we will continue to reap the huge rewards associated with ADR use and improve our excellent record of success.
3. I am convinced that using ADR to resolve workplace disputes enhances our ability to focus on our mission with minimal distractions. I urge you to embrace it as a necessary element in keeping our PACAF workforce combat ready! Should you have any questions or desire additional information, please contact our PACAF ADR Champion, Mr. Eddie Wroblinski, PACAF/DPCE, at DSN (315) 448-0939.


PAUL V. HESTER
General, USAF
Commander

**Attachment:
PACAF ADR Plan, October 2004**